

Evaluation of Contractor Performance

NS/Safety and Test Operations Division

July 16, 2002
Revision A

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**National Aeronautics and
Space Administration**

**Lyndon B. Johnson Space Center
Houston, Texas**

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Approved by

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Change Record

Revision	Date	Originator/Phone	Description
Baseline	03/26/2001	E. Wayne Gremillion 483-4287	Baseline release <ul style="list-style-type: none"> Transferred from NT as a result of SR&QA reorganization occurring February, 2001. Renumbered from NT-IDM-004, PCN-1 to NS-ADM-001 Baseline.
A	07/16/2002	E. Wayne Gremillion 483-4287	Updated to reflect organization changes

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1 PURPOSE

This procedure defines the evaluation and documentation of the NS/Safety and Test Operations Division support contractor's performance. The COTR is responsible for monitoring the contractor's technical performance to ensure the contractor's performance meets or exceeds Government expectations. Successful accomplishment of this task allows the contractor the opportunity to correct and improve performance. This is accomplished through immediate disclosure and correction of identified deficiencies; and quarterly Technical Management review (TMR) reports to the Contracting Officer's Technical Representative (COTR).

2 SCOPE

This procedure applies to operations done by the contractor in accordance with the approved contract. This procedure defines the quarterly evaluations of the contractor's technical performance including the collection of contractor performance data from the contractor, NS/Safety and Test Operations Division, and external sources. This procedure does not apply to cost evaluation or quality records responsibilities which is reserved for the Contracting Officer.

3 DEFINITIONS, ACRONYMS, and TERMS

Contract Files: Includes all performance evaluation reports and related documentation; maintained by the Contracting Officer in accordance with direction of the Procurement Management Office and applicable acquisition regulations.

Contracting Officer's Technical Representative (COTR): Technical organization's representative to the Contracting Officer responsible for resolving technical matters and monitoring performance. The COTR (prime and alternate) are appointed by the Contracting Officer.

Contracting Officer (CO): The government's representative responsible for all matters pertaining to the fulfillment of the contract.

Contractor: The support services contractor providing institutional safety (including fire protection) support services to JSC through the Occupational Safety Office.

External Source: Any source outside the contractor or Safety and Test Operations Division members that provides data or information pertinent to the contractor's technical performance.

Performance Standards: Criteria which define limits of performance that meet the Government's expectations; may be subjective or objective.

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Project Manager (PM): The support contractor's official responsible for contract performance.

SC: Support Contractor

Technical Management Review (TMR): Quarterly meeting of the COTR and the contractor management to discuss performance and cost.

4 QUALITY RECORDS and FORMS

4.1 Quality Records

None

4.2 Other Records and Forms

None

5 SAFETY PRECAUTIONS AND WARNING NOTES

None

6 REFERENCES

None

7 TOOLS, EQUIPMENT, AND MATERIALS

None

8 PERSONNEL TRAINING AND CERTIFICATION

COTR training and certification as provided by the Procurement Management Office.

9 RESPONSIBILITIES

The COTR is responsible for this process.

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10 PROCEDURE

10.1 Establishment of performance standards, deliverable quantities, and adjective ratings

- 10.1.1 CO, COTR Review and establish technical performance standards in the contract statement of work (SOW) for all areas of performance. CO issues contractual direction to implement changes as required and resolves any contractor responses as needed with the support of the COTR.
- 10.1.2 NS2, COTR NS/Safety and Test Operations Division personnel specify performance standards for specific products desired by the Safety and Test Operations Division or external customers to implement JSC's safety program. These performance standards shall address specific products in the form of delivery schedules and requirements using the Action Tracking Information System (ATIS). Unresolved issues for any assigned actions will be referred to the COTR for final resolution.
- 10.1.3 NS2, COTR, CO Prior to implementing each contract option, the deliverable quantities are reviewed and the results used to assess the contractor's performance for efficiencies and short falls and their impact upon JSC's Safety program.
- 10.1.4 NS2, COTR, CO The contractor's performance is assessed for what exceeds or fails to meet the requirements of the contract. For the purposes of this contract, effective and fully responsive performance equating to a score of 80 (see Appendix A, *Evaluation Definitions*) is considered as "meeting" contract performance requirements. This adjective assessment is used to grade compliance with performance standards and delivered quantities consistent with the criteria of Appendix A

10.2 Quarterly Performance Evaluations (Technical Management Review)

- 10.2.1. COTR, NS2 During day to day operations, NS/Safety and Test Operations Division will notify the contractor when performance is deficient as soon as feasible after discovery. This notification must be documented using one of the following methods:
- Informally through e-mail from any member of the Safety and Test Operations Division to the appropriate contractor supervisor with a copy to the COTR, alternate COTR, and Program Manager (PM).
 - Formally by the COTR as official correspondence with a copy to the CO.
 - Meeting with the cognizant contract supervisor and the COTR to discuss the performance deficiency and documenting the results in an e-mail note or official correspondence for the record.

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- 10.2.2 COTR Request contractor performance data once every three months from all Safety and Test Operations Division members. This request shall be issued not later than 5 working days after the end of the month being evaluated. The COTR has the option to issue a direct request for similar information from specific external sources.
- 10.2.3 NS2 Provide the requested information for those instances where the contractor is known to have exceeded or failed to meet expectations as defined in performance standards and ATIS actions. Format/media is optional, but it must be documented and attributable to a contributor (e-mail address block, signature, etc.). Substantiating rationale must be provided for any finding which exceeds or meets; see appendix A for details. (No response is required for any finding which constitutes a meets.)
- 10.2.4 COTR Collects data, resolves conflicting information, verifies data as required, and prepares draft COTR report for the TMR.
- 10.2.5 SC, PM Prepare SC TMR package with input from all SC supervisors.
- 10.2.6 COTR, PM Review the contractor TMR package, identify and discuss issues which will be raised in the forthcoming TMR.
- 10.2.7 COTR, PM Consolidate information from COTR TMR report and contractor TMR package into TMR presentation. Identify and discuss any issues that will be raised in the forthcoming TMR.
- 10.2.8 COTR Brief TMR, presentation to Safety, Reliability, & Quality Assurance (SR&QA) management (NS and NA).
a. COTR, PM and SC representatives bring any issues to TMR for discussion in open forum.
b. COTR makes note of any feedback including action items.
- 10.2.9 COTR, PM Track any actions or open issues to conclusion, provide status at next TMR as directed.
- 10.2.10 COTR, CO Provide copy of COTR TMR report and SC TMR package to CO for inclusion in Contract File.

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10.3 Implementation of Preventive Action and Corrective Action with regards to Contract Performance.

- 10.3.1 COTR, CO Implement specific procedures specified in the contract and as prescribed by JSC procurement requirements for resolving issues regarding Safety and Test Operations Division -SC performance.
- 10.3.2 SC, PM Invite the COTR and the CO to participate in corrective action planning meetings.
- 10.3.4 CO, COTR, NS2 Any direction or correction which affects the terms of the contract will be referred to the CO and/or COTR for subsequent technical and/or contractual direction.

11 FLOW DIAGRAM

None

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APPENDIX A - Evaluation Definitions

<u>Adjective</u>	<u>Definition</u>	<u>Grade Range</u>
Excellent	Of exceptional merit exemplary performance in a timely, efficient, and economical manner; very minor (if any) deficiencies with no adverse effect on overall performance.	91-100
Very Good	Very effective performance, fully responsive to contract requirements accomplished in a timely, efficient, and economical manner for the most part. Only minor deficiencies.	81-90
Good	Effective performance; fully responsive to contract requirements; reportable deficiencies but with little identifiable effect on overall performance.	71-80
Satisfactory	Meets or slightly exceeds minimum acceptable standards; adequate results. Reportable deficiencies with identifiable, but not substantial, effects on overall performance.	61-70
Poor/ Unsatisfactory	Does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; deficiencies on one or more areas will adversely effect overall performance.	60 and below

from NAS 9-19181, Attachment J-3, Appendix 1